# Office of Telecommunications Management
### Standard Voice Messaging Order Form (OTM-7)

## SUBSCRIBER INFORMATION

Subscriber's
Phone Number ( )

Agency _____

Mailbox Number ( )
*assigned by OTM*

Billing Account Unit _____

User Name _____
*print- last, first*

Site Contact _____
*print- last, first*

E-Mail Address _____
*optional*

Contact's Phone # ( )

## MAILBOX TYPE & OPTIONAL FEATURES

*Please check desired mailbox type and extra features. For detailed descriptions see the Catalog of Services - Voice Messaging Services.*

### BASIC MAILBOX TYPE *(Choose One)*

☐ Small Message-Taking Mailbox
*(30 messages, 2 minutes each)*

☐ Medium Message-Taking Mailbox
*(50 messages, 4 minutes each)*

☐ Large Message-Taking Mailbox
*(100 messages, 4 minutes each)*

☐ Transfer Mailbox - **provide transfer detail below**
*(transfers callers to another mailbox)*

**transfer to mailbox number:** _____

☐ Single Line Directory

☐ After Hours Information Box

☐ Name Directory

### EXTRA COST OPTIONS *(may choose multiples)*

☐ Subscriber Locator Option
*(allows callers to opt to "find you" rather than leave message)*

☐ Web-View Option
*(allows access to your voice mail via Internet)*

☐ Personal Fax Option
*(allows you to accept faxes in your mailbox)*

OTM Assigned DID #: _____

☐ Outcall Notification - **provide outcall detail below**
*(notifies your pager or mobile phone when you have voice mail)*

1) 10 digit pager or mobile phone number to notify:

_____

2) Is this a pager or mobile phone? ☐ Pager
☐ Mobile Phone

## FUNCTIONALITY

1) If other telephone numbers forward to this line, please list them here:

2) **Exit Out Feature:** If you would like callers to be able to press "0" to exit your voicemail and be transferred to another telephone number, please indicate that phone number here (this number should NOT have voice mail):

3) **Forwarding calls to Mailbox**: Unless otherwise specified, your calls will be forwarded to voice mail when this line is busy or not answered after 3 rings. *(Note: it is not necessary that forwarding for busy and don't answer be the same)*

4) **Is this is a Digital (ISDN) Line** with set buttons for "Call Forward Busy", "Call Forward Don't Answer" and/or "Call Forward Variable"? *(Buttons may be labeled CFB, CFDA, CFV.)*

     ☐ **This is a digital line and HAS buttons for call forwarding**

     ☐ **This is a digital line, and does NOT have buttons for call forwarding**

     ☐ **This is NOT a digital line**

5) **Mailing Address for Training Materials:** _____

## APPROVAL

*All requests must have Agency Telecommunications Coordinator or OTM Project Manager signature. Upon completion, Fax to 225-342-7965.*

_____ TC signature     _____ date     _____ phone number

## For OTM use only

| | | |
|---|---|---|
| Add Cat Code(s): _____ | ECAS CFB to: _____ | Entered in Database: _____ |
| _____ | ECAS CFDA to: _____ | Date: _____ |
| _____ | No. of Rings: _____ | OTM Project Code: _____ |
| Message Waiting: _____ | Exit out to: _____ | ☐ Rev 11/04 |